



**Carroll Electric
Cooperative Corporation**

800-432-9720
www.carrollecc.com

Your Local Energy Partner

September 17, 2019

Ms. Kathy Bates
9102 El Rey Blvd
Austin, TX 78737

Dear Ms. Bates,

(sent via email only to: KathyBates108@gmail.com)

Nancy Plagge has forwarded your latest emails from September 5, 10, 11, and 12th to me. You referred to your mother's application with Carroll Electric and present certain concerns in that regard. I understand you have forwarded correspondence to us on behalf of your mother in the past, but we believe we should discuss her (now existing) account directly with her; consequently, I am writing a separate letter to your mother to address her concerns and questions.

However, in the interest of closure with you, I will address, by subject, your latest email and what I perceive as your latest concerns:

1. *Green electric box(es) on the subject property.* My understanding is that these are a combination of junction boxes and a transformer. Both are standard utility equipment which are needed to access underground wires and convert utility voltage to household voltage. All installations are done in a manner to comply with relevant safety standards.
2. *Your doctor's "orders."* My understanding is that Dr. Chavez is a medical doctor, who specializes in internal/functional medicine. Any doctor's *diagnosis*, even if it goes so far as to definitively state that she believes a patient has a "disability," rather than simply a medical condition, is still simply a medical opinion. It does not constitute an official finding that a person is, in fact, "disabled," for instance, for purposes of obtaining Social Security Disability benefits or for other such purposes. Keeping in mind, of course too, that not all doctors agree on all medical opinions/diagnoses.

If your doctor is also an expert regarding electricity/electrical components, etc., please have her forward her credentials. It is important to know if she is, indeed, qualified to make both a medical diagnosis and also render an authoritative opinion as to a true cause and effect relationship between any specific electrical components/electrical systems and your medical condition. Regardless of her expertise in this area, it is difficult to comprehend how she could determine beforehand how, when, or if an electric meter that she has not tested, nor has ever even seen, will conclusively be the specific cause of any medical symptoms that you might suffer in the future.

We cannot efficiently operate Carroll Electric for the benefit of all our members by making business decisions which rely on unsubstantiated, conclusory judgments. Our decisions will, to the extent possible, be based on facts.

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707 SE Walton Blvd.
PO Box 329
Bentonville, AR 72712
(479) 273-2421

Berryville
920 Hwy. 62 Spur
PO Box 4000
Berryville, AR 72616
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Huntsville
5056 Hwy 412B
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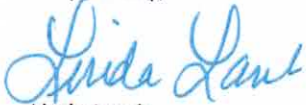
Jasper
511 E Court St.
PO Box 389
Jasper, AR 72641
(870) 446-5114

3. *Easement.* Carroll Electric is confident that its facilities are properly located on the subject property. Once your mother becomes the property owner, she may want to look into options for establishing her own, independent, electricity source. Or, she may speak to Carroll Electric service representatives about having overhead lines installed (at her expense) to replace the current underground system that was installed at the request of the current owners. Obviously, if power is to be supplied to the property by Carroll Electric, there must be some means to do so.

Since you first contacted our office, we have invested considerable time attempting to foster a rational discussion with you, even before you or your mother became members. **As I explained above, since your mother has now applied for membership with Carroll Electric, she is the party with whom we will need to communicate in the future.**

Thank you for your understanding.

Respectfully,



Linda Lamb
Staff Attorney